



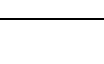





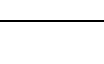



















Commonwealth of Virginia
Interim Balanced Scorecard Project Evaluation
for the
EZ Pass Implementation Project

Criteria	Score	Comment
<u>Stakeholder Perspective</u>		This project addresses the business needs of internal and external stakeholders.
1. To what degree does the proposed investment result in significant tangible and intangible benefits for stakeholders?		Several tangible and intangible benefits identified, with some quantification and supporting data provided.
2. To what degree does the proposed investment target stakeholders that have been chronically underserved by information technology investments?		Stakeholders identified. A survey of Virginia customers' needs and review of Virginia reports of existing customer volumes is planned.
3. To what degree does the proposed investment increase public protection, health, environment, or safety?		Less pollution from vehicles and smoother traffic flows are anticipated.
4. To what degree does the proposed investment anticipate improvements to internal and external customer service delivery (e.g., faster response, greater access to information, elimination or reduction in client complaints)?		Travel time for out of state customers using EZ Pass in Virginia would improve. Virginia Smart Tag holders would gain similar travel benefits in other EZ Pass states.
5. To what degree does the proposed investment increase citizen access to government services?		This investment expands the use of state toll facilities and includes out of state customers.
<u>Business Process Perspective</u>		This investment will achieve interoperability between Smart Tag and EZ Pass electronic toll collection systems.
6. To what degree does the proposed investment result in information sharing between organizational units throughout the proponent agency?		No information sharing opportunities identified.
7. To what degree does the proposed investment anticipate greater flexibility in agency responses to stakeholder requests, reduction, or elimination of paperwork or manual tasks?		The proposal implies that customers would need to purchase only one transponder.
8. To what degree does the proposed investment anticipate improved use of resources, improved turnaround time, or expanded capacity of key processes?		Potential increased capacity and reduced traffic delays at toll facilities identified, with supporting data provided.
9. To what degree does the proposed investment support legal or regulatory requirements?	N/A	
10. To what degree does the proposed investment synchronize with mission needs, agency critical issues, and core business activities?		

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11. To what degree does the proponent agency possess demonstrated readiness and capacity to succeed with information technology investments of this magnitude and scope?		Other electronic toll collection facilities are in place in Virginia, however, no EZ Pass experience.
<u>Project Management Perspective</u>		The project has strong political support from the Governor and equally strong management involvement and support from the Secretary of Transportation and VDOT leadership.
12. To what degree does the proposed investment present a sound business case?		The business case identified in the proposal is substantiated by quantitative data.
13. To what degree does the project proposal or charter adequately establish project scope, cost, and schedule baselines?		The project scope is not fully defined. An updated and signed Project Charter will be available by December 1
14. To what degree does the proposed investment have executive-level sponsorship, including the appropriate cabinet secretary?		Investment has strong support from Governor.
15. To what degree does the project charter define an effective project management organization?		Charter reflects strong VDOT leadership involvement and support.
16. To what degree is adequate and sustained funding insured for the duration of the proposed investment?		The project is fully funded through the VDOT Toll Facilities Revolving Account.
<u>Financial and Economic Perspective</u>		Financial and economic benefits identified.
17. To what degree will the proposed investment result in a positive return on investment?		Positive return on investment asserted but not calculated. Some quantification of benefits provided.
18. To what degree does the proposed investment target business areas that have been chronically underserved in the past by the lack of investments in information technology?		Improvements to existing VDOT electronic toll collection system established.
19. To what degree does the proposed investment leverage funding from the federal government or from the private sector?		The project is fully funded through the VDOT Toll Facilities Revolving Account.
20. To what degree does the proposed investment lead to increased economic development within the state?		The proposal provides some indication that expanding electronic toll collection will lead to increased traffic flow and, indirectly, to improved economic development.

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<u>Enterprise (Commonwealth) Portfolio Perspective</u>		On balance, the impact on the Commonwealth Enterprise Architecture and associated consolidation goals is positive.
21. To what degree does the proposed investment move the Commonwealth toward an enterprise business model with business partners and stakeholders?		The investment has potential for a positive impact on the enterprise business model.
22. To what degree does the proposed investment serve multiple agencies through functional and process integration and improved data sharing?		The proposal has not established that data collected by the system can be shared with other state agencies, such as the State Police.
23. To what degree does the proposed investment support the enterprise goals of consolidation of infrastructure, security, and administrative systems?		Current heterogeneous electronic toll collection systems within the Commonwealth will be consolidated.
24. To what degree does the proposed investment help balance the amount of aggregated risk in the Commonwealth portfolio?	N/A	Aggregated risk for the portfolio is not established at this time.
25. To what degree does the proposed investment support the Commonwealth Enterprise Architecture?		The investment will move VDOT toward the predominant interstate electronic toll collection system.
26. To what degree does the proposed investment maintain the desired portfolio balance between long-and-short term information technology investments?	N/A	Desired mix of long and short-term investments is not established at this time.